

COMMUNITY HOMEFINDING RELOCATION AND REFERRAL SERVICES

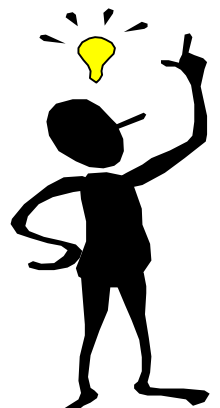
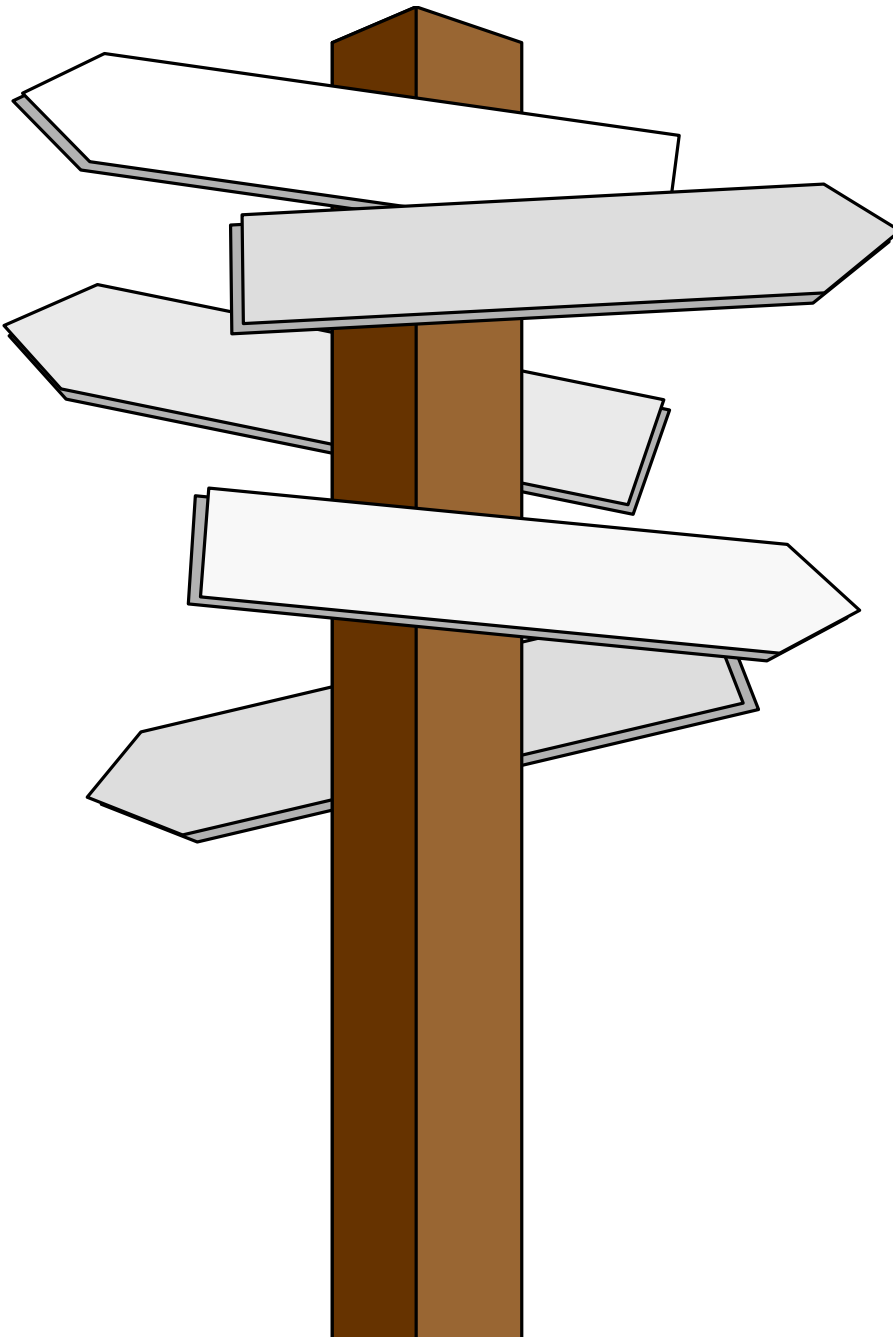


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OVERVIEW

Military Key Stages

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| 2. Apply for AFH/Receive CNA | page 8 |
| 3. Apply for CHRRS Support | page 8 |
| 4. Seek PRH/report every 10 days for TLA | page 11 |
| 5. Review proposed lease with CHRRS and Landlord | page 12-13 |
| 6. Sign Lease
(appointment required for translations services) | page 13 |
| 7. Arrange Furniture support | page 10-11 |
| 8. Apply for one time MIHA | page 13/App A |
| 9. Move-in | |
| 10. Notify landlord of Intent to Vacate | page 11, 14 |
| 11. Conduct out-check Inspection | page 15 |
| 12. Occupy Temporary Lodging
(CNA IF Non-Government establishment) | |
| 13. File Out Going TLA (3 days Govt Qtrs/10 Days PRH) | page 16-18 |

OVERVIEW
Civilians
Key Stages

1. In-process	page 8
2. Apply for AFH (if available)	page 8
3. Apply for CHRRS Support	page 8
4. Seek PRH	page 11
5. Review proposed lease with CHRRS and Landlord (appointment required for translations services)	page 12-13
6. Sign Lease	page 13
7. Arrange Furniture support	page 10-11
8. Process LQA Paperwork/TQSA	page 13
9. Move-in	
10. Notify landlord of Intent to Vacate	page 11, 14
11. Conduct out-check Inspection	page 15
12. Occupy Temporary Lodging (CNA If Non-Government establishment)	
13. File Final TQSA	page 18

COMMUNITY HOMEFINDING, RELOCATION AND REFERRAL SERVICES

All new military and civilian arrivals, and those who are changing their residence within the local area, must report to the **Community Homefinding Relocation and Referral Services (CHRRS) Office** before entering into any rental or lease agreement for off-post housing. This is necessary to assure that you do not inadvertently choose housing which would conflict with DOD policy regarding fair housing or expose yourself and your family to environmental or health hazards. CHRRS personnel will explain the Department of Defense policies and procedures on the fair housing program.

Title VIII of the Civil Rights Act of 1968 contains fair housing provisions and requires all executive departments and agencies to administer housing programs and activities under their jurisdiction in an "affirmative" manner. The Department of Defense intends that Federal fair housing legislation is supported and DOD personnel have equal opportunity for available housing regardless of race, family composition, physical handicap, religion, sex or national origin.

It is the responsibility of personnel to report any indication of discrimination in local community renting practices to a CHRRS employee. The CHRRS personnel and the commander are charged with the responsibility to investigate any situation whenever discrimination is suspected, regardless of the complaint.

The CHRRS Office is staffed with knowledgeable and capable people. Although they perform a variety of duties, their only collective effort is to provide the best possible housing service to every eligible customer.

This service takes the form of counseling, maintaining a housing referral listing, arbitrating tenant/landlord complaints, and informing customer of local housing customs, etc. The professional knowledge and experience of the staff can save you valuable time and money as well as minimize some of the inconveniences associated with relocation.

The CHRRS Office for the 6th ASG is located on Patch Barracks in Building 2318, phone number DSN 430-4520. Hours of operation are Monday - Wednesday, 0730 - 1545, Thursday 0945 - 1545, and Friday, 0730 - 1415. Limited Services are available on German Holidays.

SPECIFIC CHRRS SERVICES

WHAT CHRRS CAN PROVIDE:

1. Non-discriminatory adequate housing listings.
2. **Non-official** translation services.
3. Assistance resolving tenant and landlord complaints.
4. Assistance in signing legally acceptable contracts.
5. General information on civilian and military school bus routes and schedules.
6. Assistance with locating adequate private rental dwellings.
7. Inspection of the dwelling for adequate space, condition and sanitation standards.
8. Information on accommodations available on the economy for temporary lodging, i.e. hotels, pensions, etc.
9. Assistance in preparing contract termination notices.
10. Information regarding Government household furniture.

WHAT CHRRS CANNOT PROVIDE:

1. Legal assistance.
 2. Bill paying assistance or the turnover of dwelling (or keys) for any reason.
- CHRRS, in any situation, cannot become involved with the transfer or payment of monies between contracting principals.**

APPLYING FOR CHRRS SUPPORT

Military Personnel arriving in Germany who are eligible for Temporary Lodging Allowance (TLA) are required to register with Family Housing, located in the Centralized In/Out Processing Facility, Bldg. 2318, Patch Barracks, within two workdays.

Military personnel not eligible for TLA and assigned to battalion sized organizations, report to their respective Liaison NCO to initiate the application process.

Civilian Personnel arriving in Germany who are eligible for TQSA, LQA and any other financial support are required to in process with Civilian Personnel Advisory Center (CPAC) at Kelley Barracks (Building 3315) before reporting to work. If you work for DISA, DODDS or NCER contact your administrative POC.

In order to process at the CHRRS Office, the following documentation must be provided:

a. Military personnel who are serving a "With Dependents" tour that have been authorized concurrent travel to economy and are unable to be housed in Government Quarters within 60 days and those serving a "Joint Domicile" tour, need PCS orders and any amendments (if applicable) assigning them to the area along with a Certificate of Non Availability (CNA). The Family Housing Branch will provide CNA's.

b. Single soldiers, bona fide or geographical bachelors, and soldiers married to soldiers not serving a three (3) year tour, need PCS orders and any amendments (if applicable) assigning them to the area with a CNA, Unaccompanied Personnel Housing will provide CNA's.

c. **Civilians** need orders and any amendments assigning them to the Stuttgart area.

GENERAL OFF- POST HOUSING INFORMATION

The average cost of apartments in Stuttgart and surrounding communities varies from area to area. The type and size of the dwelling unit will determine how much you pay. The majority of available rental property is apartments. Single family homes can also be found but are rare. If the assistance of a real estate agent (Immobilien) is used, be aware that there is a charge for this service, usually equivalent to two months rent.

Immobilien services usually consist of providing listings and arranging for site visits to available apartment and homes. Be aware that you will be charged for services provided by an Immobilien if you sign a contract with one of the properties listed by that Immobilien. These fees can be equivalent to 2 months' rent.

Yards are small and garages, if available, will probably cost extra. The average dwelling size is much smaller than most Americans are used to and usually are rented without kitchen furnishings, closets and even light fixtures. Closets and appliances may be acquired through the Furnishings Management Office, Building 2318.

You must get approval of the landlord prior to acquiring a pet.

Living on the German economy also requires each person to acknowledge and comply with the Quiet time: Monday through Friday - 1300-1500 and 2200 to 0700; Saturday - 1300-2400; Sunday and Holidays - All day.

Joining a Tenants' Association is recommended.

RENTAL COSTS:

The average rental costs for unfurnished apartments with 1-3 bedroom range from DM 800 -2200, while houses and 4-bedroom apartment range from DM 1800 - 3000

RENT:

Rent may be paid directly to the landlord. However, many times the tenant pays the rent to a bank account for the landlord (Direct Deposit). Whichever way the landlord requests, make sure a receipt is issued, either from the landlord or the bank.

LEASES:

Please be aware if you decide to live off post, you will be required to remain off post for a minimum of one year before you can be considered for Government Housing.

If an apartment is found without the assistance of the CHRRS Office, contact the CHRRS Office with the landlord's name, address and telephone number. An appointment will be scheduled for an inspection of the dwelling. **DO NOT** sign a rental contract before contacting a CHRRS representative or before an inspection of the dwelling has been conducted. Once this has been accomplished and the contract approved, the lease may be signed or approval granted. The CHRRS inspector can also act as interpreter. The results of the inspection and the contents of the dwelling are written into a Condition Report. This is designed to protect the tenant at time of vacate from being forced to pay for pre-existing damages.

The lease should be negotiated and signed at the CHRRS Office in case there are any questions between the tenant and the landlord. The standard AE Form 210-50J should be used for all economy leases. This includes the military clause of 30 days for military personnel PCS'ing.

SECURITY DEPOSITS:

A security deposit (Kaution) is required on most dwellings; normally it equates to two months rent. The deposit is the landlord's safeguard in the event that the tenant moves out and leaves unpaid bills. Using the AE Form 210-50J, available at the Housing Office, can help to negotiate and pro-rate deposits with the landlord.

UTILITY COSTS:

Utilities are averaged using a formula based on the living space of the house or apartment and the number of people in the family. The same amount is paid every month for electricity, heat, water, sewage, garbage disposal, etc. At the end of the year, a final bill is calculated and the tenant either receives a refund or pays an additional amount. The next year's payment will be adjusted accordingly. Some utility companies require a deposit. This is usually DM 250 - 500. Credit is then given for deposits when the final bill is settled. The total utilities (electricity, heat, water, etc.) average DM 250 - 400 per month.

German electrical system is 220 volt, American appliances are 110 volt and will not work without the aid of a transformer. Be sure when you purchase transformers that you have sufficient watts to cover the intended appliance.

TELEPHONE SERVICES:

Telephone offices are located on the economy. In Vaihingen, the payment office is in the Deutsche Post, Mohringer Landstr.2 Tel.: 0711-13320.

Hint: Many American cordless phones and pagers are not authorized for use in Germany due to interference with signals. Prior to purchasing a service or piece of equipment you can check with 52d Signal or the Deutsche Post. If you require the use of one of these you may purchase through AAFES or on the economy.

GOVERNMENT FURNITURE:

Military personnel with an approved Certificate of Non-Availability (CNA) to occupy economy housing are authorized to receive furniture support.

DOD Civilian personnel (Excluding Contractors) living in Private Rental Housing or in Government quarters are entitled to Furniture support as long as one of the following applies:

1. Hired in the continental United States (CONUS)
2. Hired in USAREUR and receiving Living Quarters Allowance (LQA)

Authorized furnishing's in Private Rental Housing:

- One wardrobe** per family member and one additional wardrobe for the apartment.
- Washer, dryer, range, and refrigerator.
- Loaner furniture

Loaner sets: Inbound personnel with full Joint Federal Travel Regulations (JFTR) and Elective Joint Federal Travel Regulations (EJFTR), who elect to ship their household goods, are authorized loaner furniture for 90 days or until their personal furnishings arrive. All outbound personnel are authorized loaner sets for 60 days.

** Many German apartments do not have built in closets, the wardrobes are provided by the Government in lieu of closets.

TERMINATION NOTICE:

This is specific to each lease. The CHRRS supplied contract may be negotiated to shorten the notification period required to 30 days, effective on the end of the month in which notice was given. The Housing Office can provide a blank form to complete for notification to you landlord.

HELPFUL HINTS: VALUE ADDED TAX (VAT)

In Germany a 16% tax is added to almost all purchases and services. To avoid paying the tax on any bill over 50,-DM stop by the VAT office (Building 2325 Patch Barracks) and pick up the VAT Form, which legally exempts military members and DOD civilians from this tax. When you purchase your first VAT Form

the customer service representative in the VAT Office can explain to you how to correctly fill it out. Ensure that when you use the form you receive your tax discount at the purchase time – the VAT Office will not reimburse you for the 16% tax. You may be able to use the VAT form on some of your utility bills. For information call DSN 430-4061.

PRIVATE RENTAL HOUSING

REQUIREMENTS:

Military personnel are required to visit CHRRS at least twice, every ten day period, to check the availability list. All dwellings listed by CHRRS are suitable/adequate under the guidelines DOD, USAREUR, and Community Publications.

Two dwellings may be declined from CHRRS listings however, if eligible for TLA, the second turn down will result in termination of TLA.

The following reasons are not grounds for refusal and will be counted as turndowns:

- Too far from duty station and/or community activities
- Lack of transportation (public or private)
- Your furniture will not fit into dwelling
- Price too high, unless it exceeds OHA entitlements plus 15%
- Spouse does not like dwelling or its location.
- Stairs in lieu of elevator
- Not near enough to medical facilities. *
- Requirements by unit of assignment

* This may be waived if registration in the Exceptional Family Member Program is verified.

RESPONSIBILITIES:

Actively seek private rental housing. Do not rely only on CHRRS to meet this requirement. An ad may be placed in local German newspapers (CHRRS will assist in preparation), search local newspapers, check with sponsor, the bulletin board at military unit, etc. for available housing.

Listings may also be found in the Stuttgart Community Post, either hard copy or available through the 6th ASG website, WWW.STUTTGART.ARMY.MIL. Click on 'publications'.

BEFORE SIGNING YOUR LEASE

The CHRRS Office offers translation services of Rental Contracts on an appointment basis. Please call 430-4520 to schedule an appointment.

READ it if you don't understand something ask the CHRRS staff or the JAG Legal Assistance Officer for assistance. Please ensure that you use the standard CHRRS lease (AE Form 210-50J available at the CHRRS Office), if at all possible, in order to avoid confusion on the lease. Remember the lease should be in both English and German.

BE CAREFUL all blanks of the lease must be filled in and those blanks not filled in should be lined through (the landlord's initials should also appear by that line).

CAUTION don't allow the landlord to put anything in the lease that you think is unfair. German law is very strict in many of its provisions regarding leases. Many of the requirements are, however, in favor of the tenant. Call the CHRRS office or JAG office if there are any questions.

DETERMINE if the agreement is complete after reading the lease. Does the lease refer to any "house rules" which a tenant must follow? (Such as, quiet hours, no music audible to other tenants, or no hand tools on Sundays etc..) If there are house rules, get a copy from the landlord. Make sure they are clearly understood.

GET THE FACTS; what does the rent payment cover? Does it cover just the use of the premises, or does it cover the utilities also? What utilities are not included in the rent payment? Is the tenant liable for these? Also, find out when the rent is due. The landlord must receive the rent on the due date. Mailing on the due date is not sufficient. The tenant is entitled to see all costs for which charged. Do not take the landlord's word that electric bill, for example, is a certain amount. Ask to see the bill and an explanation of it. Is the bill for the entire house, or for the portion that the tenant rents? An average monthly amount for utilities may be charged only to find out that more is owed at the end of 12 months. The utility company reads the meters only once every 12 months to determine how much electricity (or other utility) has actually been used. It is also possible that a refund will be due the tenant because your actual usage was less than expected. Just make sure see a copy of the bill. Find out how much notice must be given when terminating the lease.

INSPECT the dwelling should be completely inspected before signing the lease. Indicate any deficiencies or damages. Have the landlord note on the lease that he will either correct them or will not charge for them when you leave. Also, ask the landlord for two weeks time to notify him of any "hidden" damages that were not discovered on initial inspection of the dwelling. The landlord does not have to allow this time, but it will not hurt to ask.

LANDLORD RESTRICTIONS, unless there is a true emergency, the landlord can only enter the dwelling with permission; A time must be agreed to, it must be at the convenience of the tenant, not to the landlord. The landlord must have assurance that he will be able to get into the dwelling if the tenant goes away for a long period of time (i.e. on leave). Give a key to a friend and have the landlord contact the friend if he needs to enter the dwelling. The landlord can evict the tenant from the dwelling, but only for a valid, specified reason. If the eviction is to take place before the lease term is over, the landlord may take the tenant to court to effect mandatory eviction. If the dwelling is needed for personal use, as determined in the German rental law, the landlord will be allowed to terminate the lease. (Although this is rare it can happen. The landlord may decide he/she wants to reside in the house/apartment, a notice will be given to you (the tenant) and at the end of the determined time, you are required to vacate.)

AFTER SIGNING YOUR LEASE

Ensure that a joint check-in inspection with tenant, landlord, and a CHRRS staff member is conducted and that a condition report is written. The purpose of this report is to accurately reflect the condition and contents of the dwelling upon occupancy. It further ensures that the dwelling meets adequacy standards, as determined by CHRRS, and protects both the tenant and the landlord from unreasonable claims when the dwelling is cleared. For military personnel, housing allowance applications will not be processed until this requirement has been met. Entries will be entered in black or blue ink for check-ins.

PROCESSING TENANT AND LANDLORD COMPLAINTS:

Off-post housing complaints received from military personnel, owners, or managers of listed housing facilities, will be immediately investigated for validity. CHRRS office personnel will obtain information from each party concerned, and the circumstances will be impartially evaluated. When possible, complaints will be obtained in writing from the aggrieved parties. Preliminary investigation of complaints will be made and adjudicated as quickly as possible.

When complaints are of serious nature (such as discrimination, theft, or malicious damage) and there are indications that higher headquarters commander should become involved. The facts will be reported to the appropriate staff of the higher headquarters for further investigation and necessary action.

REMEMBER, when a lease is negotiated between the tenant and the landlord without assistance for the CHRRS Office, it is a private transaction between these

two parties. The CHRRS office will make every effort to persuade the landlord to comply with the terms of the lease, however, if this proves unsuccessful, the tenant may be referred to the legal assistance office for further advice.

TERMINATING YOUR RENTAL AGREEMENT

Terminating the contract **MUST** be done in writing. The CHRRS staff will assist with this document. Report to the CHRRS office at the earliest possible date to ensure a trouble free turnover of the dwelling.

PROPER NOTICE MUST BE GIVEN WHEN INTENTIONS TO VACATE BECOME IMMINENT.

PLAN AHEAD:

45-90 days prior to vacating private rental housing report to CHRRS with a copy of PCS orders and receipts for the items identified below that are of no further use.

VACATING BEFORE THE EFFECTIVE DATE OF TERMINATION:

If the tenant wishes to move out before the end of the lease term, the tenant may be liable for further rent payments. To avoid this, find at least three people who will be willing to take over the dwelling (inquire at the CHRRS office). The landlord must accept one of the parties provided if they are economically sound.

CHECK-OUT:

When vacating the rental unit it must be clean. Have the landlord, a CHRRS representative, and you (the tenant) inspect the dwelling. At this time the landlord will make note of any damages for which charges will be assessed. The landlord must give an itemized bill for the repairs he makes to the tenant; only these amounts will be deducted from the security deposit if there are no other outstanding bills. Remove any furnishings, purchased for the dwelling when vacating the premises. If the landlord wants the items, an agreement must be made as to the amount he/she is willing to pay. Get this agreement in writing. Ensure that the dwelling is not damaged by the removal of the items.

**MILITARY
ONLY
ENTITLEMENTS/ALLOWANCES**

OVERSEAS HOUSING ALLOWANCE (OHA):

OHA is designed to assist soldiers pay for expenses incurred while living on the local economy. It may not pay all of the rent or utilities in all cases however, if the OHA is more than the rent and utilities, CHRRS recommends that it be set aside and saved. Do not forget, utilities are prorated monthly and an annual 'settlement' bill is received.

MOVE-IN HOUSING ALLOWANCE (MIHA):

Military personnel who are authorized to live in private rental housing may be authorized MIHA. (See Appendix A for MIHA handout).

ELIGIBILITY FOR MIHA

Soldiers who are authorized a Government funded move and who are eligible for OHA are normally entitled to MIHA. Below are some special situations when soldiers may or may not be entitled to MIHA.

a. NEW ARRIVALS WHO ARE AUTHORIZED MIHA

- (1) Soldiers with command sponsored family members who arrive on concurrent travel and no Government quarters are available.
- (2) Soldiers with command sponsored family members on deferred travel orders who arrive when no Government quarters are available. The soldier is authorized to seek private rental housing.
- (3) Soldier married to soldier, and soldier quarters (SQ) are not available. Both are eligible.
- (4) Single soldier (E-6 and below). No SQ available.
- (5) Single soldier (E-7 and above) entitled to BAH at the "without dependent" rate, SEQ is available. Soldier elects to occupy PRH. However, a single soldier (E-7 and above,

geographical bachelor) entitled to BAH at the "with dependent" rate is not authorized MIHA, unless a SEQ is not available.

b. SOLDIERS IN COMMAND WHO ARE NOT AUTHORIZED MIHA

(1) Single soldier (E-7 and above) entitled to BAH at the 'without dependent' rate (bona fide bachelor), resides in SEQ and later desires to move into PRH. OHA is authorized.

(2) Single soldier (E-6 and below) who resides in SQ moves off-post due to pregnancy.

(3) A soldier formerly residing in PRH drawing OHA divorces and moves back into SQ. Soldier finds out that she is pregnant and, therefore, is required to reside off-post.

(4) Soldier marries another soldier and they move off-post.

(5) Single soldier residing in SQ marries another soldier (new arrival on TLA). They change their tours to joint domicile and move off-post. Only the new arrival is eligible for MIHA.

TEMPORARY LODGING ALLOWANCE (TLA):

The purpose of TLA is to partially reimburse expenses incurred during required occupancy of temporary lodgings (before or after a permanent change of station (PCS) move) due to the nonavailability of Government or private rental quarters.

INCOMING TLA

ELIGIBILITY FOR TLA:

Military personnel must register with the CHRRS office within two (2) working days of soldier's arrival in the command. Soldiers are informed during in-processing of the requirement to register with Family Housing or Unaccompanied Personnel Housing. The following is a list of personnel eligible for TLA:

- a. Soldier with command sponsored family member(s), or soldier married to another soldier, joint domicile or accompanied by family member(s).

b. Family member(s) must be residing with soldier at temporary lodging location. Soldier must be authorized concurrent travel (not concurrent travel to a specific address).

c. Unaccompanied personnel, to include single and divorced:

(1) Soldier must be incoming and not an occupant of single type quarters in the billets, BEQ, or BOQ.

(2) Soldier must be an E-6 (P) or above.

(3) Soldier must have a CNA completed and signed by UPH specifically authorizing entitlement to TLA.

TERMINATION OF TLA:

A soldier's entitlement to TLA will be terminated if any of the following apply:

a. Assignment to Government quarters (permanent or temporary), private rental housing or Government leased housing.

b. Refusal of Government quarters when offered or refusal of Government leased housing.

c. Soldier's request to be by passed on Government quarters waiting list for personal reasons.

d. Failure to aggressively seek private rental housing.

e. Soldiers may be authorized a maximum of 60 days incoming TLA (computed from day of arrival in command). Request for extension of TLA requires an exception to policy with justification and ASG commander's approval. The extension request will be processed through the CHRRS Office.

OUTGOING TLA

Personnel departing private rental housing are authorized a maximum of 10 days TLA proceeding actual departure date. Those departing Government quarters/ leased housing are limited to no more than three (3) days TLA. Exceptions are on a case by case basis.

Civilian entitlements are handled and explained by CPAC. For any questions concerning these entitlements for locally serviced civilians, please contact Stuttgart CPAC at DSN 421-2665.(New number coming within 3 weeks)

OTHER IMPORTANT INFORMATION

SCHOOLS:

The DODDS school system provides a quality education for children of military personnel and civilians serving overseas. Students attending DODDS must be family members of active duty military or DOD civilians. All others are subject to space available admission and tuition fees.

Attendance is determined by place of residence.

LOCAL DOD Schools

Patch Elementary	DSN: 430-5200
Boeblingen Elementary	DSN: 431-2715
Robinson Elementary	DSN: 420-7112
Patch High School	DSN: 430-7191/7279

**Kindergarten through grade 6 in Patch, Boeblingen and Robinson
Grades 7 - 12 attend the High School on Patch.**

BUS TRANSPORTATION:

Registration for the school bus can be done at the School Bus Office located in Patch High School.

Pictures of the children are required for the bus pass. Pictures will be taken during registration so parents should bring their children when registering.

GLOSSARY OF ACRONYM

BAH..... Basic Allowance for Housing
CHRRS.... Community Homefinding Relocation and Referral Services
CNA..... Certificate of Non Availability
CONUS.... Continental United States
CPAC..... Civilian Personnel Advisory Center
DOD..... Department of Defense
DODDS..... Department of Defense Dependent Schools
EJFTR..... Elective Joint Federal Travel Regulations
JAG..... Judge Advocate General
JFTR..... Joint Federal Travel Regulations
LQA..... Living Quarters Allowance
MIHA..... Move-In Housing Allowance
OHA..... Overseas Housing Allowance
OHA..... Overseas Housing Allowance
PRH..... Private Rental Housing
SEQ..... Senior Enlisted Quarters
SQ..... Soldiers Quarters
TLA..... Total Living Allowance
TQSA..... Temporary Quarters Subsistence Allowance
UPH..... Unaccompanied Personnel Housing
VAT..... Value Added Tax